

Amendments to the Specification:

IN THE TITLE:

Please change the title to read as follows:

CONTACT CENTER AND METHOD FOR TRACKING AND ACTING ON ONE AND
DONE CUSTOMER CONTACTS

IN THE ABSTRACT:

Please amend the Abstract as follows:

The present invention is directed to a contact center 100 for servicing contacts having, comprising (a) an input operable to receive a first contact from a first customer; (b) a selector 220 operable-(i) to determine whether the first contact is related to another contact with the first customer and (ii) when the first contact is related to another contact with the first customer, to service the contact differently than when the first contact is unrelated to another contact with the first customer; and/or (c) a repeat contact determining agent 232 operable-(i) to track, a set of the plurality of agents over a selected time period, a number of contacts serviced by the agent set that are related to another contact serviced by the plurality of agents and (ii) to maintain, for each of the plurality of agents, an indicator indicating at least one or more of (a) a number of contacts, serviced by the agent set during the selected time period, that are not related to another contact serviced by the agent and (b) a number of contacts, serviced by the agent set during the selected time period, that are related to another contact serviced by the agent.